1   32.   (New) The method of claim 31, wherein related parts associated with the

2   part, if any, are recommended by a manufacturer to be replaced along with the part.

1   33.   (New) The method of claim 31, further comprising:

2   scanning the identifier with a scanner; and

3   automatically coupling the scanner to the network application program to provide

4 the identifier thereto.

5

1   34.   (New) The method of claim 31, further comprising:

2   displaying the replacement information to an end-user.

3

1   35.   (New) The method of claim 31, wherein the identifier of the part is a

2 selected one of a UPC identifier, product-identifier mark, and textual product identifier.

3

1   36.   (New) The method of claim 31, further comprising:

2   receiving a restriction; and

3   identifying at least one portion of the retrieved replacement information satisfying

4 the user restriction.

5

1   37.   (New) The method of claim 31, further comprising:

2   obtaining a preference; and

3   arranging the retrieved replacement information according to the preference.

4

1   38.   (New) The method of claim 37, wherein the preference is a selected one

2   of: limiting price, limiting distance to travel to obtain the replacement part, limiting

3   shipping time for the replacement part, limiting time required to install the replacement

4   part, only displaying vendors having the replacement part in stock, and only displaying

5   vendors stocking the replacement part and related parts, if any, that should be replaced

6   along with the first part.

7

1   39.   (New) The method of claim 38, further comprising:

2   categorizing the retrieved replacement related information into plural categories;

3   and

4   sorting the categories according to the preference.

5

1   40. · (New) A method according to claim 37, further comprising:

2   categorizing the retrieved replacement related information into plural categories.

3

1   41.   (New) The method of claim 31, further comprising:

2   determining sources from which the replacement part may be obtained;

3   identifying, based at least in part on the replacement information, at least one

4   source having the replacement part in stock; and

5   presenting the sources from which the replacement part may be obtained, said

6   presenting including prominently displaying the at least one source having the

7   replacement part in stock.

8

42. (New) The method of claim 31, wherein prominently displaying includes sorting the sources from which the replacement part may be obtained so that the at least one source having the replacement part in stock is provided before sources not having the replacement part in stock.

43. (New) The method of claim 31, further comprising:

receiving an oral utterance; and

converting the oral utterance into the identifier.

44. (New) The method of claim 31, further comprising:

providing the identifier to the network application program in a selected one of the following formats: a bar-code format, a product-identifier mark, and a verbal identifier.

45. (New) The method of claim 31, further comprising:

determining an equivalence identifier for a substitution part which may be used to replace the part;

providing the equivalence identifier to the network application program communicatively coupled with the database, the database also searchable by the equivalence identifier;

46. (New) The method of claim 31, further comprising:

2   determining an equivalence identifier for a substitution part which may be used to

3   replace the part;

4   providing the identifier to the network application program communicatively

5   coupled with a equivalence database searchable by at least the equivalence identifier,

6   the equivalence database associating the substitution part with related substitute parts

7   of the item, if any, that should be replaced along with the first part.

8

1   47.   (New) The method of claim 46, wherein the database and the equivalence

2   database are separate databases.

3

1   48.   (New) The method of claim 38, further comprising:

2   semantically analyzing the retrieved replacement information; and

3   reorganizing the retrieved replacement information according to the analyzing.

4

1   49.   (New) The method of claim 31, further comprising:

2   determining a geographic location for the part;

3   identifying vendors of the replacement part, each vendor having a geographic

4   location; and

5   sorting the vendors according to their geographic proximity to the part.

6

1   50.   (New) A method according to claim 31, further comprising:

2   providing a proximity preference, such preference set to a user election if such

3   election has been made, otherwise to a default value; and

4   culling the retrieved replacement information according to the proximity

5   preference.

6

1   51.   (New) The method of claim 31, further comprising:

2   receiving user-specified price terms for a replacement part for the part;

3   identifying vendors of the replacement part based at least in part on the retrieved

4   replacement information;

5   identifying a sales price offered by said vendors for the replacement part; and

6   culling the retrieved replacement information according to the user-specified

7   price terms.

8

1   52.   (New) The method of claim 31, further comprising:

2   retrieving from the database replacement related concerns, such concerns

3   including warnings and suggestions for a user seeking to replace the part; and

4   displaying the replacement related concerns.

5

1   53.   (New) The method of claim 52, wherein an expert system interactively

2   displays the replacement related concerns.

3

1   54.   (New) An article comprising a machine-accessible media having

2   associated data, wherein the data, when accessed, results in a machine performing:

3   determining an identifier for a part requiring replacement;

4   providing the identifier to a network application program communicatively

5   coupled with a database searchable by at least the identifier, the database associating

6   the part with related parts of the item, if any, that should be replaced along with the part;

7   and

8   retrieving replacement information from the database for the part and related

9   parts of the item, if any, that should be replaced along with the first part.

10

1   55.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   scanning the identifier with a scanner; and

4   automatically coupling the scanner to the network application program to provide

5   the identifier thereto.

6

1   56.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   determining sources from which the replacement part may be obtained;

4   identifying, based at least in part on the replacement information, at least one

5   source having the replacement part in stock; and

6   presenting the sources from which the replacement part may be obtained, said

7   presenting including prominently displaying the at least one source having the

8   replacement part in stock.

9

1   57.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   receiving an oral utterance; and

4   converting the oral utterance into the identifier.

5

1   58.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   determining an equivalence identifier for a substitution part which may be used to

4   replace the part;

5   providing the equivalence identifier to the network application program

6   communicatively coupled with the database, the database also searchable by the

7   equivalence identifier;

8

1   59.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   determining a geographic location for the part;

4   identifying vendors of the replacement part, each vendor having a geographic

5   location; and

6   sorting the vendors according to their geographic proximity to the part.

7

1   60.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   providing a proximity preference, such preference set to a user election if such

4   election has been made, otherwise to a default value; and

5   culling the retrieved replacement information according to the proximity

6   preference.

7

1   61.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   receiving user-specified price terms for a replacement part for the part;

4   identifying vendors of the replacement part based at least in part on the retrieved

5   replacement information;

6   identifying a sales price offered by said vendors for the replacement part; and

7   culling the retrieved replacement information according to the user-specified

8   price terms.

9

1   62.   (New) The article of claim 54 wherein the machine-accessible media

2   further includes data, when accessed, results in the machine performing:

3   retrieving from the database replacement related concerns, such concerns

4   including warnings and suggestions for a user seeking to replace the part; and

5   displaying the replacement related concerns.

6

63.   (New) A system for locating a replacement part for an item having one or

2   more replaceable parts, comprising:

3   a scanner for scanning an identifier for a part requiring replacement; and

4   a device operating a network application program communicatively coupled with

5   a database searchable by at least the identifier, the database associating the part with

6   related parts of the item, if any, that should be replaced along with the part; the network

7   application program configured to retrieve replacement information from the database

8   for the part and related parts of the item, if any, that should be replaced along with the

9   first part.

10

1   64.   (New) The system of claim 63, wherein the scanner is incorporated into

2   the device.

3

1   65.   (New) The system of claim 63, wherein the scanner is wirelessly

2   communicatively coupled with the device.

3

1   66.   (New) The system of claim 63, further comprising:

2   an input for the device from which may be received a restriction; and

3   wherein the network application program operates to identify at least one portion

4   of the retrieved replacement information satisfying the user restriction.

5

1   67.   (New) The system of claim 63, further comprising:

2   an input for the device from which may be received a preference; and

3   wherein the network application program operates to arrange the retrieved

4   replacement information according to the preference.

5